



## **Course Registration and Completion Guide**

**V.1.4**

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## About this Guide:

The Insurance Council of British Columbia offers Continuing Education including free and user-pay courses and sessions for applicants and licensees. Please view this guide prior to registering to help you understand the registration system.

This guide provides step-by-step instructions on how to register, pay for (if applicable) and complete courses provided by the Insurance Council of BC, with screenshots **below** each step.

# Registering for and Completing a Continuing Education Course

## Understanding the Continuing Education Page

Below you will find tips and information to better help you under the Course Registration page in the online portal. You will see this page after completing steps 1-3 for registering and paying (if necessary) for your course.

**Insurance Council**  
BRITISH COLUMBIA

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[Home](#) / [Course Registration](#)

### Course Registration

Welcome to the Insurance Council's Continuing Education course registration page. Here you will be able to select and pay for the course(s) you wish to register for. Your login details for the course site are different than for the online portal. Once you have paid (if necessary) you will receive an email with your login credentials and be able to access the course site.

**IMPORTANT:** Please complete your course before course expiry. Upon course completion you will be able to view your CE certificate. Ensure you download and save your CE certificate as part of your CE record-keeping requirements. You will not be able to access the course site once the course has expired.

UDUTU Username: 176846

[Download/export selected](#)

| <input type="checkbox"/> | Course Name                                                     | Paid? | Registration Date | Completion Date | Expiration Date | Status      | Action                      |
|--------------------------|-----------------------------------------------------------------|-------|-------------------|-----------------|-----------------|-------------|-----------------------------|
| <input type="checkbox"/> | Insurance Council Rules: Life and/or Accident & Sickness Agents | Yes   | 2022-10-31        |                 | 2022-11-30      | In Progress | <a href="#">Take Course</a> |

**Note:** You must complete your course within **30 days** of course payment. After 30 days, your registration will expire.

**Expiration Date:** You need to complete the course by this date or your registration will expire.

Please note that course access expires 30 days from the day that course payment is submitted.

**Course Name:**  
Names of courses you have registered for.

**Paid?:** Will display Yes or No depending on your payment status.

**Registration Date:** The date you registered for the course.

**Completion Date:**  
The date you completed the course.

**Status:** Will display your progress status.

**Action:** Will display next steps (if any) regarding your course.

## Registering and Paying for the Course

**Step 1:** Go to the online portal.

To access the online portal, go to the [Insurance Council of British Columbia](https://www.insurancecouncilbc.ca/) website and click on “**Portal Login.**”



**Step 2:** Enter your login information.



Register for an Account Login

### Insurance Council of BC Online Portal

Our online portal provides access to various Insurance Council of BC services. Currently, users can login to do the following:

- Update contact information
- Register to write the LLQP exam
- Apply for an individual licence
- Pay fees owing for existing licensees
- Complete annual filing (available when filing is open)

**2**

User Name or E-mail:

Password:

**Login »**

☐ Remember me on this computer

**I've forgotten my password**

**New Users:  
Register for an Account**

If you do not currently have a portal account, you will first need to register for an account.

**Note:** If you are a licensee, former licensee, or have previously used the online portal you will already have a portal account and do not need to register for one.

**Step 3:** Once you have entered your login information on the online portal, you will see a main menu. Under “Continuing Education”, click on “CE Course Registration.”

I want to ...

**Licences**

- ▷ Apply for a personal licence
- ▷ Complete my annual licence renewal
- ▷ View my licence record(s)
- ▷ Manage my applications
- ▷ View/Print my receipts
- ▷ View/Print my licence certificate

**Exams**

- ▷ Register/Manage my LLQP exams
- ▷ Confirmation of Online LLQP Exams
- ▷ View my exam confirmation letter
- ▷ View my exam results
- ▷ View/Print my receipts

**Contact Information**

- ▷ Update my portal login information
- ▷ Change my password
- ▷ Update my contact information
- ▷ Review the Agencies/Firms I am a delegate of

3

**Continuing Education**

- ▷ CE Self-Tracker
- ▷ CE Course Registration

For Corporations/Insurers/Direct Writers

**Corporate Licences**

- ▷ Apply for a corporate licence
- ▷ Manage my applications
- ▷ Manage my Agencies/Firms
- ▷ List and manage bulk renewal payments
- ▷ Manage Prepaid Accounts
- ▷ Manage Authorizations to Represent (ATR)
- ▷ Manage delegates
- ▷ Verify Applicant Applications
- ▷ Manage Employee Courses

**Insurers/Direct Writers**

- ▷ Pay my annual fee
- ▷ Manage Authorizations to Represent (ATR) - Direct Writers
- ▷ List and manage bulk renewal payment

**Step 4:** Review the details about course registration. Click on “Add New” and a dialogue box will appear.

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Add New

**Course Registration**

Welcome to the Insurance Council's Continuing Education course registration page. Here you will be able to select and pay for the course(s) you wish to register for. Your login details for the course site are different than for the online portal. Once you have paid (if necessary) you will receive an email with your login credentials and be able to access the course site. **Please note that course access expires 30 days from the day that course payment is submitted.**

**IMPORTANT:** Please complete your course before course expiry. Upon course completion you will be able to view your CE certificate. Ensure you download and save your CE certificate as part of your CE record-keeping requirements. You will not be able to access the course site once the course has expired.

UDUTU Username: 176846

Download/export selected

Quick Search

| <input type="checkbox"/>                                                   | Course Name | Paid? | Registration Date | Completion Date | Expiration Date | Status | Action |
|----------------------------------------------------------------------------|-------------|-------|-------------------|-----------------|-----------------|--------|--------|
| No courses currently registered. Please register using the Add New button. |             |       |                   |                 |                 |        |        |

**Step 5:** Select the course you wish to take from the drop down. If you are satisfied with the description and price, click **“Save” (A-B below)**. If you would like to add another course, repeat steps 4-5 to add additional courses.

**Note:** The course shown in the screenshot below is an example, please read the title and description of the course you select prior to saving to ensure you are registering for the correct course.

The screenshot shows a form titled "Education Information" with a close button (X) in the top right corner. The form contains the following fields and text:

- Course:** A dropdown menu with the selected option "Insurance Council Rules: Life and/or Accident & Sickness Agents |". A green box labeled **A** highlights this dropdown.
- Course Name:** "Insurance Council Rules: Life and/or Accident & Sickness Agents"
- Price:** "\$"
- Credits:** "2"
- Description:** "As a licensee, you have a number of requirements and responsibilities under Council Rules. These requirements are in place to help you understand your role in conducting insurance business in British Columbia that is in the best interest of the public, and so the Insurance Council stays informed of any changes that might affect your licence. This course is intended to help you understand your requirements and where you can find more information or seek advice. Please note, this course is for life and/or accident & sickness agents and licence applicants. If you are a general insurance agent, salesperson, adjuster or applicant, please register for the Insurance Council Rules for General Insurance Agents, Salespersons and Adjusters."
- Agreement:** A checkbox labeled "Do you have an agreement with a licensed agency/firm to pay for this course?". A red box labeled **B** highlights this checkbox.
- Buttons:** A red "Save" button and a red "Cancel" button. A green box labeled **B** highlights the "Save" button.

A red arrow points from the "Save" button back to the "Do you have an agreement..." checkbox.

**Note:** if you have an agreement with your agency/firm that they will pay for your course, click the box and search and select the agency/firm before saving.

**If you do select your agency/firm to pay for your course, you will need to reach out to your contact to advise that you have registered.**

**Note:** If you decide not to register for a course you selected, select another course from the dropdown or click **“Cancel.”**

**Step 6:** Find the course name in the table below under “**Course Name**” to confirm that your course has been successfully added.

Insurance Council

BRITISH COLUMBIA

Home

 / 

Course Registration

Home

 / 

Course Registration

Payment Items (1)

Logout

Course Registration

Add New

Course 'Insurance Council Rules: Life and/or Accident & Sickness Agents' saved successfully!

Welcome to the Insurance Council 's Continuing Education course registration page. Here you will be able to select and pay for the course(s) you wish to register for. Your login details for the course site are different than for the online portal. Once you have paid (if necessary) you will receive an email with your login credentials and be able to access the course site. **Please note that course access expires 30 days from the day that course payment is submitted.**

**IMPORTANT:** Please complete your course before course expiry. Upon course completion you will be able to view your CE certificate. Ensure you download and save your CE certificate as part of your CE record-keeping requirements. You will not be able to access the course site once the course has expired.

UDUTU Username: 186729

Following agency/firm is selected to pay for the course:

| Legal Name                             | Trade Name | City    | Action |
|----------------------------------------|------------|---------|--------|
| Sunshine Coast Insurance Services Inc. |            | Gibsons | Remove |

Download/export selected

Quick Search

| <input type="checkbox"/> | Course Name                                                     | Paid? | Registration Date | Completion Date | Expiration Date | Status | Action                          |
|--------------------------|-----------------------------------------------------------------|-------|-------------------|-----------------|-----------------|--------|---------------------------------|
| <input type="checkbox"/> | Insurance Council Rules: Life and/or Accident & Sickness Agents | No    |                   |                 |                 | Unpaid | Pay for Course<br>Delete Course |

**Note:** If you no longer wish to have your agency/firm pay for the course select “**Remove**” under the “**Action**” column (A) followed by “**OK**” (B).

Insurance Council

BRITISH COLUMBIA

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 / 

Course Registration

Home

 / 

Course Registration

Payment Items (1)

Logout

Course Registration

Add New

Welcome to the Insurance Council 's Continuing Education course registration page. Here you will be able to select and pay for the course(s) you wish to register for. Your login details for the course site are different than for the online portal. Once you have paid (if necessary) you will receive an email with your login credentials and be able to access the course site. **Please note that course access expires 30 days from the day that course payment is submitted.**

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UDUTU Username: 186729

Following agency/firm is selected to pay for the course:

| Legal Name                             | Trade Name | City    | A | Action |
|----------------------------------------|------------|---------|---|--------|
| Sunshine Coast Insurance Services Inc. |            | Gibsons |   | Remove |

Download/export selected

Quick Search

| <input type="checkbox"/> | Course Name                                                     | Paid? | Registration Date | Completion Date | Expiration Date | Status | Action                          |
|--------------------------|-----------------------------------------------------------------|-------|-------------------|-----------------|-----------------|--------|---------------------------------|
| <input type="checkbox"/> | Insurance Council Rules: Life and/or Accident & Sickness Agents | No    |                   |                 |                 | Unpaid | Pay for Course<br>Delete Course |

Insurance Council

BRITISH COLUMBIA

Home

 / 

Course Registration

Home

 / 

Course Registration

Payment Items (1)

Logout

Course Registration

Add New

portal-testv21.insurancecouncilofbc.com says  
Are you sure you want to delete this course?

OK

Cancel

B

Welcome to the Insurance Council 's Continuing Education course registration page. Here you will be able to select and pay for the course(s) you wish to register for. Your login details for the course site are different than for the online portal. Once you have paid (if necessary) you will receive an email with your login credentials and be able to access the course site. **Please note that course access expires 30 days from the day that course payment is submitted.**

**IMPORTANT:** Please complete your course before course expiry. Upon course completion you will be able to view your CE certificate. Ensure you download and save your CE certificate as part of your CE record-keeping requirements. You will not be able to access the course site once the course has expired.

UDUTU Username: 186729

**Note:** If you'd like to remove a course prior to paying for it, please select **“Delete Course”** under the **“Action”** column (A) followed by **“OK”** (B).

## Insurance Council BRITISH COLUMBIA

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### Course Registration

[Add New](#)

Welcome to the Insurance Council's Continuing Education course registration page. Here you will be able to select and pay for the course(s) you wish to register for. Your login details for the course site are different than for the online portal. Once you have paid (if necessary) you will receive an email with your login credentials and be able to access the course site. **Please note that course access expires 30 days from the day that course payment is submitted.**

**IMPORTANT:** Please complete your course before course expiry. Upon course completion you will be able to view your CE certificate. Ensure you download and save your CE certificate as part of your CE record-keeping requirements. You will not be able to access the course site once the course has expired.

UDUTU Username: 176846

[Download/export selected](#)
 Quick Search

| <input type="checkbox"/> | Course Name                                                     | Paid? | Registration Date | Completion Date | Expiration Date | Status | Action                                                          |
|--------------------------|-----------------------------------------------------------------|-------|-------------------|-----------------|-----------------|--------|-----------------------------------------------------------------|
| <input type="checkbox"/> | Insurance Council Rules: Life and/or Accident & Sickness Agents | No    |                   |                 |                 | Unpaid | <a href="#">Pay for Course</a><br><a href="#">Delete Course</a> |

A

OK

Cancel

B

 portal-testv21.insurancecouncilofbc.com says  
 Are you sure you want to delete this course?

## Insurance Council BRITISH COLUMBIA

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### Course Registration

[Add New](#)

Welcome to the Insurance Council's Continuing Education course registration page. Here you will be able to select and pay for the course(s) you wish to register for. Your login details for the course site are different than for the online portal. Once you have paid (if necessary) you will receive an email with your login credentials and be able to access the course site. **Please note that course access expires 30 days from the day that course payment is submitted.**

**IMPORTANT:** Please complete your course before course expiry. Upon course completion you will be able to view your CE certificate. Ensure you download and save your CE certificate as part of your CE record-keeping requirements. You will not be able to access the course site once the course has expired.

UDUTU Username: 186729

**Step 7:** To pay for the course, click on **“Pay for Course”** under **“Action.”**

**Note:** If the course you are registering for is free, please move on to **“Accessing and Completing your Course.”** If your agency is paying for your course, you will need to wait for them to complete payment first.

## Insurance Council BRITISH COLUMBIA

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### Course Registration

Welcome to the Insurance Council's Continuing Education course registration page. Here you will be able to select and pay for the course(s) you wish to register for. Your login details for the course site are different than for the online portal. Once you have paid (if necessary) you will receive an email with your login credentials and be able to access the course site. **Please note that course access expires 30 days from the day that course payment is submitted.**

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UDUTU Username: 176846

[Download/export selected](#)
 Quick Search

| <input type="checkbox"/> | Course Name                                                     | Paid? | Registration Date | Completion Date | Expiration Date | Status | Action                                                          |
|--------------------------|-----------------------------------------------------------------|-------|-------------------|-----------------|-----------------|--------|-----------------------------------------------------------------|
| <input type="checkbox"/> | Insurance Council Rules: Life and/or Accident & Sickness Agents | No    |                   |                 |                 | Unpaid | <a href="#">Pay for Course</a><br><a href="#">Delete Course</a> |

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**Note:** You can also pay for your course by clicking on the **“Payment Items”** button.

[Payment Items \(1\)](#) [Logout](#)
[Add New](#)



**Step 8: Click “Pay Fees.”**

## Insurance Council

BRITISH COLUMBIA

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[Home](#) / [Payment Items](#)
**View/Edit Payment Items**

Click on the arrow in front of a row to display additional information.

**PAY NOW**

No Address

1 Fee(s) | \$

 ▶ Learning Management System  
 LMS-2021-0000014

Total due: \$100.00

**8**

Total amount to be paid: \$

[Pay Fees](#)[Edit Payment Items »](#)[Return to Account Details](#)**Step 9: Review the Terms of User and Payment policy, if you wish to continue click the box (A) accept and click “Continue” (B).**

## Insurance Council

BRITISH COLUMBIA

[Back to Payment Items](#)
**Payment Policy**

Insurance Council is permitted to collect and retain fees per Council Rule 5(1). Insurance Council application fee is non-refundable. Where an application has been made and is subsequently withdrawn, denied or not proceeded with, the application will be closed and only the provincial government fee (either \$25.00 or \$50.00) will be refunded. Where an application has been made and is subsequently approved and a corresponding licence has been generated, no monies will be refunded in any and all cases (e.g., including but not limited to the case where a licence is later revoked by the Insurance Council or voluntarily closed by the licensee). All fees related to annual licence renewals (including any late fees), exams, licence amendments, insurer assessments, course accreditation, and continuing education courses are similarly non-refundable once payment has been made.

In the event that the Insurance Council of British Columbia incurs bank service fees for returned cheque payments or credit card chargebacks, these service fees will be assessed to the relevant applicant/licensee/examinee.

**A**
☐ By clicking this box, I commit that I have read and accept the [Terms of Use and Payment policy](#), and I understand that the payment is non-refundable in any case.
[Cancel](#)[Continue](#)**B**

**Step 9: (A)** fill out your credit card information and click **(B)** “Submit.”

A

VISA

VISA

Cardholder Name

Card Number

MMYY

CW ?

Order Summary

B

Total

\$

Cancel

Submit

**Step 10:** Once you complete your payment, you will see confirmation that it has been successfully submitted. You will also receive an email receipt. You can also click “**Print/View Receipt.**”

Insurance Council

BRITISH COLUMBIA

Home icon

Main Menu

Payment Items (0) Logout

Your payment has been successfully submitted.

Please print your receipt and retain a copy for your records.

Print/View Receipt

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Return to Course Registration

## COURSE REGISTRATION AND COMPLETION GUIDE

You will see payment confirmed on the main course registration menu under “**Paid**” as well as the “**Expiration Date.**”

**Please Note:** You must complete the course by the expiration date as you will no longer have access to the learning site after course expiration.

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### Course Registration

[Add New](#)

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UDUTU Username: 176846

[Download/export selected](#)

| <input type="checkbox"/> | Course Name                                                     | Paid? | Registration Date | Completion Date | Expiration Date | Status      | Action                      |
|--------------------------|-----------------------------------------------------------------|-------|-------------------|-----------------|-----------------|-------------|-----------------------------|
| <input type="checkbox"/> | Insurance Council Rules: Life and/or Accident & Sickness Agents | Yes   | 2022-10-31        |                 | 2022-11-30      | In Progress | <a href="#">Take Course</a> |

## Accessing the Course

**Step 1:** Once your course is paid for you will receive an email with your log in details **(A)** and a link to access the course **(B)**.

**From:** Education - Insurance Council of BC <education@insurancecouncilofbc.com>  
**Sent:**  
**To:** Example Name  
**Subject:** CE Course Registration Successful

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Example Name

You have successfully registered for a course through the Insurance Council of British Columbia. You can access your course using the "Take Course" link on the Online Portal or by clicking [here](#).

Your login credentials are:

Username - 111000

Password - 11110000

It is recommended that you update your password on your first login.

**Note:** We recommend that you change your password once you log in.

A reminder that the course expires 30 days from date of registration. Please note that course fees are non-refundable and non-transferable

**Step 2:** To take the course you can either click "**here**" in the email with your log in details **(A)** or go to the Course Registration page in the Online Portal and click "**Take Course**" under Actions **(B)**.

**From:** Education - Insurance Council of BC <education@insurancecouncilofbc.com>  
**Sent:**  
**To:** Example Name  
**Subject:** CE Course Registration Successful

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Example Name

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Your login credentials are:

Username - 111000

Password - 11110000

It is recommended that you update your password on your first login.

A reminder that the course expires 30 days from date of registration. Please note that course fees are non-refundable and non-transferable

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### Course Registration

[Add New](#)

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**IMPORTANT:** Please complete your course before course expiry. Upon course completion you will be able to view your CE certificate. Ensure you download and save your CE certificate as part of your CE record-keeping requirements. You will not be able to access the course site once the course has expired.

UDUTU Username: 176846

[Download/export selected](#)

Quick Search

| <input type="checkbox"/> | Course Name                                                     | Paid? | Registration Date | Completion Date | Expiration Date | Status      | Action                      |
|--------------------------|-----------------------------------------------------------------|-------|-------------------|-----------------|-----------------|-------------|-----------------------------|
| <input type="checkbox"/> | Insurance Council Rules: Life and/or Accident & Sickness Agents | Yes   | 2022-10-31        |                 | 2022-11-30      | In Progress | <a href="#">Take Course</a> |

**Step 3:** Once you use either option in step 2 to take the course, you will be taken to a separate browser window for the Learning Management System. Enter your login details **(A)** and click **“Login” (B)**.

**Insurance Council** LEARNING MANAGEMENT SYSTEM  
BRITISH COLUMBIA

**A**

Username

Password

Organization Identifier **ICoBC**

Language **English (United States)** ▼

To sign-in to another organization [Click Here](#)

**B** [Login](#) [Forgot Password](#)

**Step 4:** Review the details on the e-Learning site home page and click on **“Training Activities.”**

Welcome to your e-learning site

**Insurance Council** of BC  
BRITISH COLUMBIA

Home  
Training Activities **4**  
Certificates  
Training Records

Log Out

your e-learning site  
User:

Welcome to the **Insurance Council of BC's** e-Learning Site.

Find continuing education courses and educational resources to help you maintain and grow your professional competence as a BC insurance licensee.

**Getting Started**

To begin, use the menu on the left to navigate the site.

**Access Courses.** To access a course you've subscribed to select "Training Activities"

On the next page:

1. Click on the course name
2. Click on "Open Activity" to start the course.

**Accessing the Course on a Mobile Device.** Courses are mobile-friendly, however the optimal view is laptop or iPad for mobile. If you are using an iPad to view your course, please ensure you are viewing the course in landscape mode so all navigation features are displayed.

**View/Print Course completion certificates.** Click on "Certificates" to either view or print certificates for courses you've completed.

Please ensure you download and save your CE certificate immediately after course completion, as course access will expire 30 days after course has been paid for. See [detailed instructions](#).

**Learner Toolkit**

[Licensee Continuing Education Requirements](#)

[Tips to being a successful online student](#)

**Need help?**

[How to navigate this site](#)

If you are experiencing technical difficulties with this site, please contact [Education@insurancecouncilofbc.com](mailto:Education@insurancecouncilofbc.com)

**Step 4:** On the right-hand side of screen, beside the course you want to complete, click on the button “**Available Now.**”

Insurance Council  
BRITISH COLUMBIA

Home

Training Activities

Certificates

Training Records

Log Out

your e-learning site  
User: 176847

Training Activities

Select a learning path from the options below or an individual activity further down.

Individual Activities

In Progress: 0 / 1  
Completed: 0 / 1

All Activities

Online

Face to Face

Task

Big Blue Button

GoToMeeting

External Records

Generic External Records

Search by Activity Name

Filter by Category

| Activity Name                                                   | Progress | Category | Score | Type          | Success Status | Completed On |
|-----------------------------------------------------------------|----------|----------|-------|---------------|----------------|--------------|
| Insurance Council Rules: Life and/or Accident & Sickness Agents | 0%       |          | 0     | Online Course | Unknown        | -            |

4

Available Now

**Step 5:** Click “**Open.**”

Insurance Council Rules: Life and/or Accident & Sickness Agents

“Open” button will start the activity or return you to where you last exited the activity. It will not restart the progress or completion reporting you may have already established for this activity. If you want to complete the activity with new reporting, use the “Retry Activity” button below.

5

Open

Current Status

Current Completion Status:

Unknown

Current Score:

0.00

Current Success Status:

Unknown

Current Progress:

Retry

If you want to retake the activity or quiz and start with new progress and completion reporting, click the ‘Retry Activity’ button. This will erase all previous information and allow you to start from the beginning of the activity. DO NOT use this option unless you want your progress and completion reporting restarted!

Unlimited Attempts remaining:

Retry Activity

Close

**Step 6:** A separate browser window will pop-up, launching the course.

## Completing the Course

**Accessing the Course on Mobile Device:** Courses are mobile-friendly, however the optimal view is on desktop/laptop, or iPad for mobile. If you are using an iPad to view your course, please ensure it is in landscape mode so all navigation features will display.

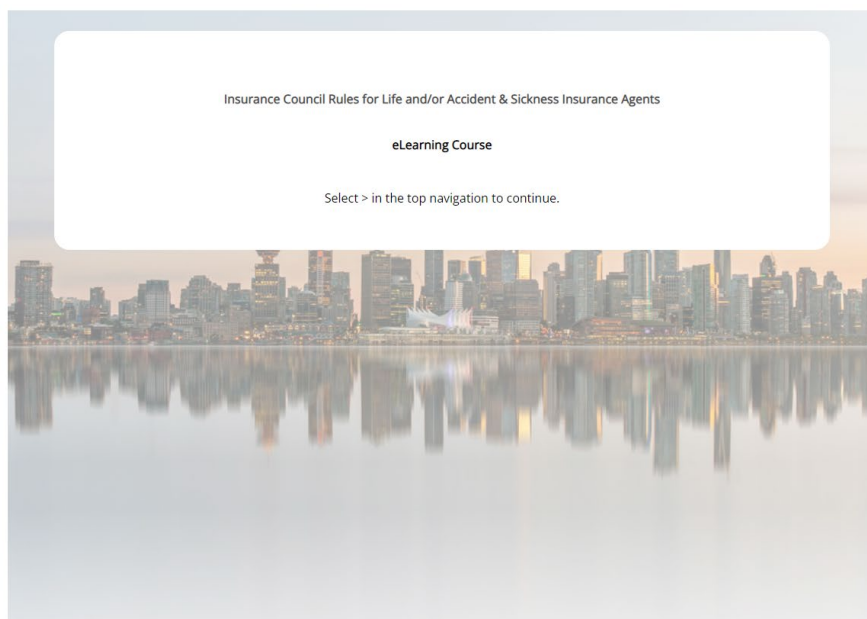
**Note:** You have 30 days from the date of registration to complete your course, otherwise your course access will expire.

**Step 1:** Navigate through the course using the arrows in the upper right side of the screen.

Insurance Council  
BRITISH COLUMBIA

Insurance Council Rules: Life and/or Accident & Sickness Agents

1



**Note:** If you need to step away from your computer while taking the course, please close the course window and log out of the LMS to ensure the LMS will continue to track your progress when you re-open the course.

**Step 2:** Once you’ve completed the course and exit the pop-up browser window, you will see a screen displaying your completion status. Click **“View Certificate”** to download your CE Certificate.

Insurance Council Rules: Life and/or Accident & Sickness Agents

“Open” button will start the activity or return you to where you last exited the activity. It will not restart the progress or completion reporting you may have already established for this activity. If you want to completely retry the activity with new reporting, use the “Retry Activity” button below.

Open

Current Status

Current Completion Status:

Completed

Current Score:

0.00

Current Success Status:

Passed

Current Progress:

✓

You were awarded a certificate by passing this activity.

Certificate name: ICoBC Certificate - 2 CE Credits

View Certificate

2

Retry

If you want to retake the activity or quiz and start with new progress and completion reporting, click the ‘Retry Activity’ button. This will erase all previous information and allow you to start from the beginning of the activity. DO NOT use this option unless you want your progress and completion reporting restarted!

Unlimited Attempts remaining:

Retry Activity

Close

Insurance Council of BC

Page 15 of 23



**Step 3:** A new browser tab will open with your certificate. To print or save click **“Print.”**



## CONTINUING EDUCATION CERTIFICATE

This is to certify that

has completed **Insurance Council Rules: Life and/or Accident & Sickness Agents**

This course has been awarded for the following continuing education credit(s)  
**2 CE credit**

This course was completed on  
**10/31/2022**



**Step 4:** Using the drop down **(A)** either choose your printer or “**Save as PDF**” followed by “**Print**” or “**Save**” at the bottom **(B)**. Please note, depending on your browser or operating system the format may look different.

The screenshot displays a web interface for a Continuing Education Certificate. The main content area shows the certificate details for the Insurance Council of British Columbia. The certificate is titled "CONTINUING EDUCATION CERTIFICATE" and certifies that the user has completed the "Insurance Council Rules: Life and/or Accident & Sickness Agents" course, awarded 2 CE credit. The completion date is 10/31/2022. The URL at the top is https://dev.udutu.ca/LMSPortal/MyCertificate/Print?UCTFID=21708. On the right side, there is a "Print" panel with a "Destination" dropdown menu (labeled A) set to "Save as PDF". Below this are "Pages" (All) and "Layout" (Portrait) dropdowns, and a "More settings" link. At the bottom right, there is a "Save" button (labeled B) and a "Cancel" button.

10/31/22, 2:17 PM https://dev.udutu.ca/LMSPortal/MyCertificate/Print?UCTFID=21708

**Insurance Council**  
BRITISH COLUMBIA

**CONTINUING EDUCATION CERTIFICATE**

This is to certify that  
has completed **Insurance Council Rules: Life and/or Accident & Sickness Agents**  
This course has been awarded for the following continuing education credit(s)  
**2 CE credit**

This course was completed on  
**10/31/2022**

https://dev.udutu.ca/LMSPortal/MyCertificate/Print?UCTFID=21708 1/1

Print 1 page

**A** Destination Save as PDF

Pages All

Layout Portrait

More settings

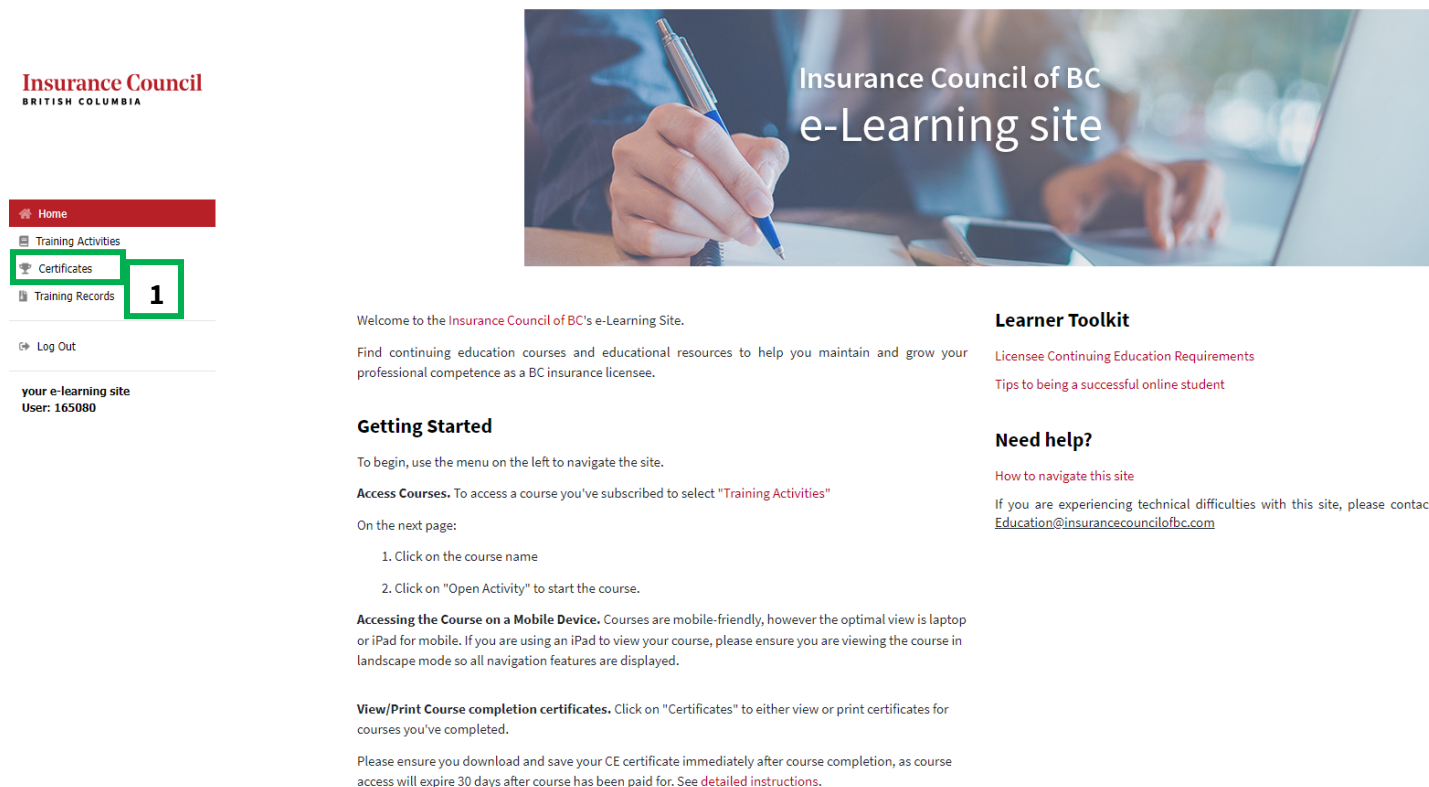
**B** Save Cancel

It is important that you download and save your certificate immediately after course completion for your records. You have 30 days following payment to access your certificate, after which your course access will expire.

**Note:** You can also view your Certificate (within 30 days of registration) through the e-Learning site home page as shown below.

## Opening and Downloading your CE Certificate

**Step 1:** On the e-Learning site home page, click **“Certificates.”**



**Insurance Council**  
BRITISH COLUMBIA

Home  
Training Activities  
**Certificates**  
Training Records  
Log Out

your e-learning site  
User: 165080

Welcome to the Insurance Council of BC's e-Learning Site.

Find continuing education courses and educational resources to help you maintain and grow your professional competence as a BC insurance licensee.

**Getting Started**

To begin, use the menu on the left to navigate the site.

**Access Courses.** To access a course you've subscribed to select "Training Activities"

On the next page:

1. Click on the course name
2. Click on "Open Activity" to start the course.

**Accessing the Course on a Mobile Device.** Courses are mobile-friendly, however the optimal view is laptop or iPad for mobile. If you are using an iPad to view your course, please ensure you are viewing the course in landscape mode so all navigation features are displayed.

**View/Print Course completion certificates.** Click on "Certificates" to either view or print certificates for courses you've completed.

Please ensure you download and save your CE certificate immediately after course completion, as course access will expire 30 days after course has been paid for. See [detailed instructions](#).

**Learner Toolkit**

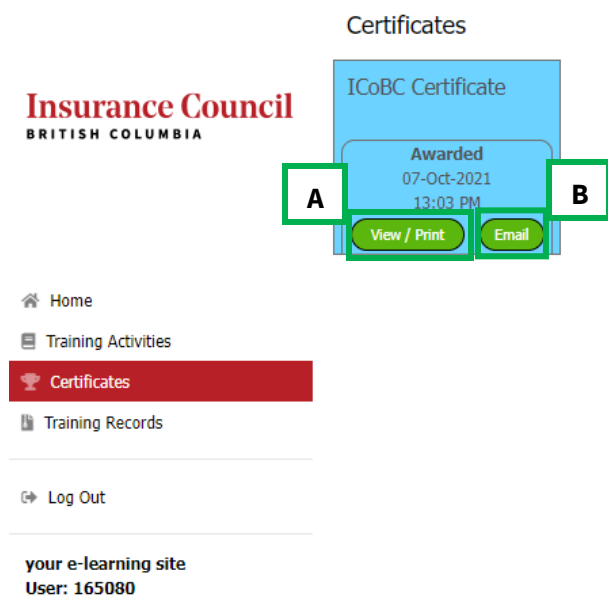
[Licensee Continuing Education Requirements](#)  
[Tips to being a successful online student](#)

**Need help?**

[How to navigate this site](#)

If you are experiencing technical difficulties with this site, please contact [Education@insurancecouncilofbc.com](mailto:Education@insurancecouncilofbc.com)

**Step 2:** Under the certificate you would like to save, either click **(A) “View/Print”** (and follow Step 4 above) or **(B) “Email”** to email yourself a copy of the certificate.



**Insurance Council**  
BRITISH COLUMBIA

Home  
Training Activities  
**Certificates**  
Training Records  
Log Out

your e-learning site  
User: 165080

**Certificates**

ICoBC Certificate

Awarded  
07-Oct-2021  
13:03 PM

**A** View / Print **B** Email

## Changing your Password in the Learning Management System

We recommend that you change your password when you first enter the Learning Management. Use the following instructions to change your password.

**Step 1:** To log in to the Learning Management System click on the link in the email with your log in details **(A)** or click **“Take Course”** beside the course in the Course Registration page of the Portal **(B)**.

From: Education - Insurance Council of BC <education@insurancecouncilofbc.com>  
Sent:  
To: Example Name  
Subject: CE Course Registration Successful

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Example Name

You have successfully registered for a course through the Insurance Council of British Columbia. You can access your course using the "Take Course" link on the Online Portal by clicking [here](#).

Your login credentials are:

Username - 111000

Password - 11110000

It is recommended that you update your password on your first login.

A reminder that the course expires 30 days from date of registration. Please note that course fees are non-refundable and non-transferable

## Insurance Council BRITISH COLUMBIA

Home / [Course Registration](#)

Payment Items (0) Logout

### Course Registration

Add New

Welcome to the Insurance Council's Continuing Education course registration page. Here you will be able to select and pay for the course(s) you wish to register for. Your login details for the course site are different than for the online portal. Once you have paid (if necessary) you will receive an email with your login credentials and be able to access the course site. Please note that course access expires 30 days from the day that course payment is submitted.

**IMPORTANT:** Please complete your course before course expiry. Upon course completion you will be able to view your CE certificate. Ensure you download and save your CE certificate as part of your CE record-keeping requirements. You will not be able to access the course site once the course has expired.

UDUTU Username: 176846

Download/export selected

|                          |                                                                 |       |                   |                 |                 |             | Search      |  |
|--------------------------|-----------------------------------------------------------------|-------|-------------------|-----------------|-----------------|-------------|-------------|--|
| <input type="checkbox"/> | Course Name                                                     | Paid? | Registration Date | Completion Date | Expiration Date | Status      | A           |  |
|                          |                                                                 |       |                   |                 |                 |             | Action      |  |
| <input type="checkbox"/> | Insurance Council Rules: Life and/or Accident & Sickness Agents | Yes   | 2022-10-31        |                 | 2022-11-30      | In Progress | B           |  |
|                          |                                                                 |       |                   |                 |                 |             | Take Course |  |

**Step 2:** Enter your log in details for the Learning Management System (found in the email referenced above) **(A)** and click **“Login” (B)**.

**Insurance Council** | LEARNING  
BRITISH COLUMBIA | MANAGEMENT  
SYSTEM

**A**

Username

Password

Organization Identifier **ICoBC**

Language **English (United States)**

**B** To sign-in to another organization [Click Here](#)

[Login](#) [forgot Password](#)

**Step 3:** On the left-hand side of the home page, click on **“Account Settings.”**

**Insurance Council**  
BRITISH COLUMBIA

**Insurance Council of BC**  
e-Learning site

**3**

Home  
Training Activities  
Certificates  
Training Records  
**Account Settings**  
Log Out

your e-learning site  
User: 175604

Welcome to the **Insurance Council of BC's** e-Learning Site.

Find continuing education courses and educational resources to help you maintain and grow your professional competence as a BC insurance licensee.

**Getting Started**

To begin, use the menu on the left to navigate the site.

**Access Courses.** To access a course you've subscribed to select **"Training Activities"**

On the next page:

1. Click on the course name
2. Click on "Open Activity" to start the course.

**Accessing the Course on a Mobile Device.** Courses are mobile-friendly, however the optimal view is laptop or iPad for mobile. If you are using an iPad to view your course, please ensure you are viewing the course in landscape mode so all navigation features are displayed.

**View/Print Course completion certificates.** Click on "Certificates" to either view or print certificates for courses you've completed.

Please ensure you download and save your CE certificate immediately after course completion, as course access will expire 30 days after course has been paid for. See [detailed instructions](#).

**Learner Toolkit**

[Licensee Continuing Education Requirements](#)  
[Tips to being a successful online student](#)

**Need help?**

[How to navigate this site](#)

If you are experiencing technical difficulties with this site, please contact [Education@insurancecouncilofbc.com](mailto:Education@insurancecouncilofbc.com)

**Step 4:** Click “Change Password” in the top left-hand corner of the page.

**Account Settings**

**Profile** **Change Password** 4

**Insurance Council**  
BRITISH COLUMBIA

Home  
Training Activities  
Certificates  
Training Records  
**Account Settings**  
Log Out

your e-learning site  
User: 175604

Username\*: 175604 Employee #:

First name\*:  Middle Initial(s):  Last name\*:

Email:  Telephone:  Preferred Contact Method: Email

Country:  Province/State:  City:  Zip:

Gender:  Date of Birth:  Age:

**Save** **Cancel**

**Step 5:** Enter your current password, and your new password (and confirm your new password) (A), then click “Change Password” (B).

**Account Settings**

**Profile** **Change Password**

**Insurance Council**  
BRITISH COLUMBIA

Home  
Training Activities  
Certificates  
Training Records  
**Account Settings**  
Log Out

your e-learning site  
User: 175604

Use the form below to change your password.  
[Setup Security Question](#) for your account so you can reset your password if you forget your password.

\*New passwords are required to be a minimum of 8 characters in length

**A**

Current password\*:

New password\*:

Confirm new password\*:

**B**

**Change Password**

## Resetting your Password in the Learning Management System

Should you forget your changed password for the learning management system you will need to reset your password using the following steps. If you have not changed your initial password it will be your birthdate (YYYYMMDD).

**Step 1:** Click on “**Forgot Password**” on the sign in page of the Learning Management System.

Insurance Council  
BRITISH COLUMBIA

LEARNING  
MANAGEMENT  
SYSTEM

Username

Password

Organization Identifier **ICoBC**

Language English (United States) ▼

To sign-in to another organization [Click Here](#)

[Login](#) [Forgot Password](#) **1**

**Step 2:** Enter your username (A) and click “**Email Me a Reset Link**” (B).

Your username was provided in the registration email (as seen in step 1 of “Accessing and Completing your course” above). If you cannot remember your username, please email [education@insurancecouncilofbc.com](mailto:education@insurancecouncilofbc.com).

## Insurance Council BRITISH COLUMBIA

### Forgot Password

Please input your user name. You can reset your password by using the reset link that will be emailed to you.

User name  **A**

**B** [Email Me a Reset Link](#)

**Step 3:** You will receive an email with a link. Click the link.

Your your e-learning site password



Udutu <lmsnotify@udutu.com>

To

 If there are problems with how this message is displayed, click here to view it in a web browser.

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you for your password request. Please click the link below to reset your password.

3

<https://lms.udutu.ca/LMSPortal/Account/ResetPasswd?uid=196864&Token=7AFE2426E7FFE9A4CE808A8FBB9518166AC09542>

Thank you for using Udutu LMS.

Note: This is an automated message. Please do not reply.

**Step 4:** Enter your new password and confirm same **(A)**. Then click **“Change Password” (B)**.

## Reset Password

Use the form below to change your password.

\*New passwords are required to be a minimum of 8 characters in length

### Account Information

New password

Confirm new password

Change Password

B

Once your password has been successfully changed, you will be redirected to the login page.